NOVARTIS

Manager, Enablement Architect - Playbook

Job ID
REQ-10086822
авг 27, 2026
Мексика

Сводка

#LI-Hybrid
Location: Mexico City, Insurgentes
Relocation Support: This role is based in Mexico City, Insurgentes. Novartis is unable to offer relocation support: please only apply if accessible.

Reimagining Medicine Starts With Our People

The Manager, Enablement Architect - Playbook is responsible for developing practical, scalable, and compliant enablement assets that accelerate self-service AI adoption across the organization. Reporting to the Director, Self-Service & AI Adoption Lead, this role creates playbooks, workflow guides, toolkits, templates, and support materials that empower business teams to adopt AI solutions confidently and responsibly.
This role combines instructional design, change enablement, and user-centered content development to transform complex guidance into engaging and actionable resources.

About the Role

Key Responsibilities

- Develop reusable AI adoption playbooks, workflow guides, prompt libraries, readiness checklists, and enablement toolkits.
- Design practical learning experiences that help users experiment with approved AI solutions in safe and controlled environments.
- Ensure enablement materials remain compliant with organizational, legal, privacy, security, and Responsible AI standards.
- Collaborate with DDIT, Legal, P&O, Responsible AI, and business stakeholders to incorporate governance requirements into adoption materials.
- Create manager and champion resources that support sustainable behavior change and user adoption.
- Maintain content standards, taxonomy structures, update cycles, and governance processes.
- Gather user feedback and identify opportunities to improve self-service experiences and adoption effectiveness.
- Monitor asset usage, adoption trends, and support needs to continuously enhance enablement content.

Essential Requirements

- Bachelor’s degree in Business, Organizational Development, Communications, Learning, Digital Technologies, UX Design, Healthcare, or a related field.
- 4+ years of experience in enablement, instructional design, change management, digital adoption, knowledge management, transformation, or capability building.
- Proven experience developing playbooks, toolkits, job aids, training materials, or knowledge repositories for enterprise users.
- Excellent writing, communication, and user-centered design skills.
- Strong ability to simplify complex concepts into practical and actionable guidance.
- Experience collaborating across multiple stakeholder groups in matrixed environments.
- Knowledge of change management and adult learning principles.
- Fluency in English required.
- Experience supporting AI adoption, digital transformation, or enterprise productivity initiatives.
- Familiarity with Responsible AI, prompt engineering, and low-code/no-code technologies.
- Experience designing enablement programs within large multinational organizations.
- Exposure to SharePoint, Teams, digital adoption platforms, and champion community models.
- Experience with Microsoft Copilot, Power Platform, AI solutions, knowledge management platforms, or digital enablement programs preferred.
- Pharmaceutical, healthcare, or other highly regulated industry experience is highly desirable.

Commitment to Diversity & Inclusion
Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients’ lives. Ready to create a brighter future together? **https://www.novartis.com/about/strategy/people-and-culture**

Benefits and Rewards: Read our handbook to learn about all the ways we’ll help you thrive personally and professionally: **https://www.novartis.com/careers/benefits-rewards**

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.
Read our handbook (PDF 30 MB)

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Business Unit
Marketing
Место
Мексика
Сайт
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Информационные технологии
Job Type
Full time
Employment Type
Regular
Shift Work
No

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